SUBSTITUTE ABSTRACT

Please delete the current Abstract and replace it with the following new Abstract:

ABSTRACT

A computer system includes a main system that executes an application in cooperation with a human user. An auxiliary system evaluates problems that occur in the main system. The auxiliary system includes a service module that collects problem related data from the main system, an acquisition module that acquires knowledge representations, a knowledge module that stores knowledge representations, an inference module that processes problem related data with knowledge representations to identify solutions and that forwards the solutions through the service module to the main system. The auxiliary system distinguishes a context of the problems and distinguishes versions of the main system.